

# CASE MANAGEMENT TOOLS

**Objective:**

To identify and provide the appropriate level of support and services to families

**Intended Use:**

These tools are to be used to strengthen case management.

- **Case Consultation Presentation Guidelines:** These guidelines assist the worker in preparing the needed information for a presentation to the case consultation team, for problem-solving around family issues, as well as enhancing staff skills and knowledge.
- **Case Recordings:** This tool is a sample document to record all of the information from an interaction with a family, in order to track the information and prepare for the Case Consultation. It can also be used by management for purposes of quality assurance.

**Audience:**

- **Managers:** To use in training and supporting staff in case consultation strategies
- **Family workers:** To give structure to the case consultation process

**Outcome:**

- Families get the appropriate amount and intensity of services to help them achieve their goals.

**Context:**

Case management is the means of providing services and support to individuals and/or families. Simply, it is what the family service worker does to help an individual or family. Case consultation is a technique to ensure that the services and supports provided are appropriate.

Case consultation is a case management technique that allows the family service worker to draw on the perspectives and experience of supervisors, colleagues and/or partners. By sharing the details of a family's situation in consultation, a worker can enlist the help of others to find the best combination of services to assist a family. The case consultation process is also a powerful staff development tool allowing the worker to enhance his problem solving abilities as exposure to varied solutions increases.

**The Case Consultation Process**

Case consultation may be one-on-one between supervisor and worker, or with the entire team of workers. It may be used for solving problems with families, and it always has a focus of staff learning and growth. In partnership endeavors, there may be teams from several agencies, provided written permission has been given by the family.

To prepare for a case consultation, a worker uses the Case Presentation Guidelines to structure the presentation. The guidelines help organize facts of the family encounter, which were recorded in detail on the Case Recordings tool, into a presentation that accurately conveys the family's situation and areas of need.



# CASE PRESENTATION GUIDELINES

The Case Presentation Guidelines are intended to help prepare the supervisee for team consultation and may be helpful in coping with anxiety that presenting a case arouses. The following is intended to guide your presentation:

## **Background Information:**

1. *Identifying Information:* Describe the client by answering the following questions:
  - Who is the client? (Note: The client may, in many cases, be an entire family rather than an individual.)
  - How old is the client?
  - Is the client male or female?
  - What is the client's ethnicity?
2. *Reason for referral/primary risk factors:* Describe the client's primary areas of concern. This information will come from Family Partnership Plan, a referral form, or the clients own words. Share only the information that is needed to understand the problem.
3. *Family:* Describe who makes up the client's family by using the following questions as a guide:
  - Who is in the family?
  - Is there a Head Start child in the family?
  - Is the client a parent or legal guardian of the HS child?
  - Are there siblings?
  - How does the client describe his/her extended family?
  - What is the family structure?
  - What is the age of the parents?
  - What is the client's educational level?
  - What is the client's socio-economic status?
  - Is the client employed? If so what is his/her occupation?
  - What language does the client/family speak?
4. *Acculturation to the United States:* Discuss whether the client has assimilated to U.S. values and lifestyles. Additional questions may include:
  - What is the client's immigration status?
  - How long has the client lived in the community?
  - What is the client's country of origin?

5. *Living Arrangements:* Describe how the client lives by using the following questions as a guide:
  - Does the client rent or own?
  - Does the client live in an apartment, house or rent a room?
  - Does the client live by themselves or with multiple families?
  - How many people live in the home?
  - What are the client's housing conditions?
  - What are the client's sleeping arrangements?
6. *High Risk Behaviors:* Describe any high risk behaviors by answering the following questions:
  - Is there any known substance abuse? If so, what does the client use, how often and how much, what effect is it having and have there been attempts to stop?
  - Is there any known domestic violence?
  - Is there any known child abuse? If so, how recent was it, what was the nature of the abuse, what was the age of the child, does the alleged perpetrator have access to the child, what is the history of abuse?
  - Is there any known criminal history?
7. *Medical and/or Mental Health Issues:* Describe what you know about the client's medical/mental health history.
  - Include any previous mental health services

**Assessment:**

1. *Describe how the client/family relates to you:*
  - What if any is the level of resistance?
2. *Describe the family strengths:*
3. *Summarize the problems the family has encountered:*
4. *Describe the family goal:*
5. *Describe the work that has been done with the family thus far.*
6. *What are the questions you would like to discuss?*

# CASE RECORDINGS

A Case Recording is a written description of an interaction that has taken place in the interview with a client/family that allows for an analysis of observations and reactions made by the staff person. Case recordings are intended to assist the supervisor develop supervisee skills and knowledge. Staff should be directed to write down everything they can remember as opposed to a summary of the interview. This means that if staff consider something unimportant he/she may not include it and the supervisor can be unaware of a key dynamic that might affect the entire case situation. In addition, the case recording gives reality to concepts which might otherwise seem academic—i.e. resistance, denial, depression, drug use, domestic violence. In addition, it requires that staff rethink each interview consciously and provides a direction and structural framework for one-to-one case consultation.

Client name: \_\_\_\_\_

Meeting date: \_\_\_\_\_

Service level: \_\_\_\_\_

Child's name: \_\_\_\_\_

Staff member name: \_\_\_\_\_

Child's name: \_\_\_\_\_

Date reviewed in supervision: \_\_\_\_\_

Client's age: \_\_\_\_\_

Date submitted: \_\_\_\_\_

Client's ethnicity: \_\_\_\_\_

**FAMILY GOAL:** (Clearly state the family goal)

**PURPOSE OF THE MEETING:** (Clearly state the goals and the objectives you had in meeting with this client this session. How do these relate to the goals?)

**CONTENT:** (Using a *dialogue format*, record significant exchanges that you thought were particularly important from the beginning, middle and end of this meeting.)

INTERVIEW CONTENT (may also include client behavior i.e. non-verbal communication)	OBSERVATIONS	IMPRESSIONS	QUESTIONS/CONCERNS	SUPERVISORY COMMENTS



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